

From: Dionne Grant [Dionne.Grant@enfield.gov.uk]
Sent: 16 January 2017 15:20
To: Lorraine Cordell
Cc: Concetta Nobile
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Classification: OFFICIAL - PRIVATE AND CONFIDENTIAL CORRESPONDENCE

Dear Ms Cordell

Thank you for your email below. I am sorry for the delay in progressing your case. Unfortunately we are dealing with a lot of requests at the moment and this has contributed to our delay. I am also sorry that this was not explained to you at the time when we initially made contact on 21st December. Ordinarily there is a £10 fee payable for dealing with such requests however in your case we will not be applying this charge because of the delay you have experienced.

I can confirm that we are now progressing with your request and Concetta is the allocated officer dealing with matters. I have also raised matters with Concetta today and she is currently reviewing your case and will be contacting you directly. I have also copied Concetta into this email for reference.

I hope this helps to clarify matters further and we thank you for your patience during this time.

Kind regards

Dionne Grant
Statutory Complaints Manager - Gateway Services
Finance, Resources and Customer Services
Enfield Council
Thomas Hardy House
39 London Road
EN2 6DS

Tel: 0208 379 2806
Email: Dionne.grant@enfield.gov.uk

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THINK BEFORE YOU PRINT

From: Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]
Sent: 13 January 2017 19:47
To: Dionne Grant
Subject: RE: SAR 251 [SEC=OFFICIAL:PRIVATE AND CONFIDENTIAL CORRESPONDENCE]

Dear Dionne Grant

I requested this as said on the 24/11/2016 and i did not get a reply about the ID that was needed until the 21/12/2016, I wrote back on the 22/12/2016 asking about the ID due to what was written in the email from Concetta, but before this Daniel Ellis repeatedly asked for contract to be made with me about my request as he was over seeing my complaint. As said above this did not happen until the 21/12/2016.